



In Transit

July/August 2007

A Newsletter for King County Metro Transit Employees



*From the desk
of the General
Manager*

A time to honor

This issue of In Transit highlights the best that Metro has to offer: namely, you – our highly competent, professional, “let’s get it done and do it right” employees. It makes this message an easy one to prepare.

From massive team efforts to individual achievements, the stories here reveal people who are dedicated to serving external and internal customers and the community at large. Many of us are involved in the huge effort to prepare for the long-awaited reopening of the downtown Seattle transit tunnel (see this page). And many have helped move ORCA, the regional smart card fare collection system, through its critical beta-testing phase and are now preparing it for full implementation in 2008 (see page 10).

And who can forget the herculean efforts of our Power Distribution line crews during the 2006 windstorm, when falling trees literally brought the trolley system down? They resurrected the system in a single weekend to meet the demands of a Monday morning commute. Read about them and several other teams nominated for the Transit Wall of Fame on page 6.

Metro clearly functions well as a team, but many individual achievements still

Continued on page 2



Find out why Gema "Pat" Calman won't have to worry about where to park his car for the next year on page 2.

Downtown Seattle Transit Tunnel set to open in September

After two years of extensive renovation, the Downtown Seattle Transit Tunnel is scheduled to reopen on Monday, Sept. 24. As we prepare for the opening, the Transit Division would like to recognize some of the groups whose efforts have made this possible:

Design and Construction and Power and Facilities staff members worked closely with Sound Transit to assess the condition of all equipment and systems in the tunnel and ensure that all systems are ready to go.

The Light Rail section created and implemented a tunnel access program that has allowed construction crews to do their work.

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We'll Get You There

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General Manager

shine through. One example is our latest Operator of the Year, chosen by the other 2006 Operators of the Month as the “best of the best” (see story at right).

Individual winners also emerged from the 31st annual Metroadeo, in which drivers and would-be drivers pitted their skills and knowledge against one another. The Operator Division was dominated by a six-time winner, and the Maverick Division laurels went to a three-time winner. Achievements like these don't happen by accident.

Congratulations are in order for these and many other successes noted in this issue, but I'm also hoping you'll take things a step further, and continue to strive for excellence in all you do. Make a difference in the workplace and in the community. In the end, we achieve honor by what we do—as individuals, as teams, and as an agency.

Let's keep up the good work, and enjoy the ride!

— Kevin Desmond



Though he has a degree in psychology, Calman's 27 years behind the wheel of a bus have probably taught him a few things about human nature that you can't find in a textbook.

Calman named 2006 Operator of the Year

When Geme “Pat” Calman heads off to work, he has no idea where he's going. But his fellow operators weren't concerned about this when they selected him as the 2006 Operator of the Year. As a report operator, Calman stands by to fill gaps in service assignments caused by other operators' illnesses or other unexpected absences.

“A report operator like Pat has to be an expert on every route at the base,” said Metro General Manager **Kevin Desmond**. “They tend to be our most experienced drivers, and they serve as a great resource for the newer drivers. Pat has repeatedly demonstrated his value as a mentor, and his willingness to help out whenever called upon is a tribute to his professionalism.”

Calman, who has driven Metro buses for 27 years, is also praised for his willingness to go the extra mile for passengers and co-workers. “Pat is always customer-oriented,” said Transit Operations Manager **Jim O'Rourke**. “His contributions to our organization extend far beyond driving a bus. He's worked on a variety of committees and projects, including taking a leadership role in workplace health and safety issues.” Bellevue Base Supervisor **Bill Burdick** described Calman as “extremely personable and helpful,” and added, “You can tell he really likes people.”

Each year, the drivers who have been chosen as Operators of the Month during the year select one of their number to be honored as Operator of the Year. This title recognizes the honoree for safe driving skills, exceptional customer service, and an outstanding overall work record.

In Transit



We'll Get You There

If you have any questions, comments or story ideas, send them to **In Transit**, M.S. KSC-TR-0824, or contact

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Performance corner

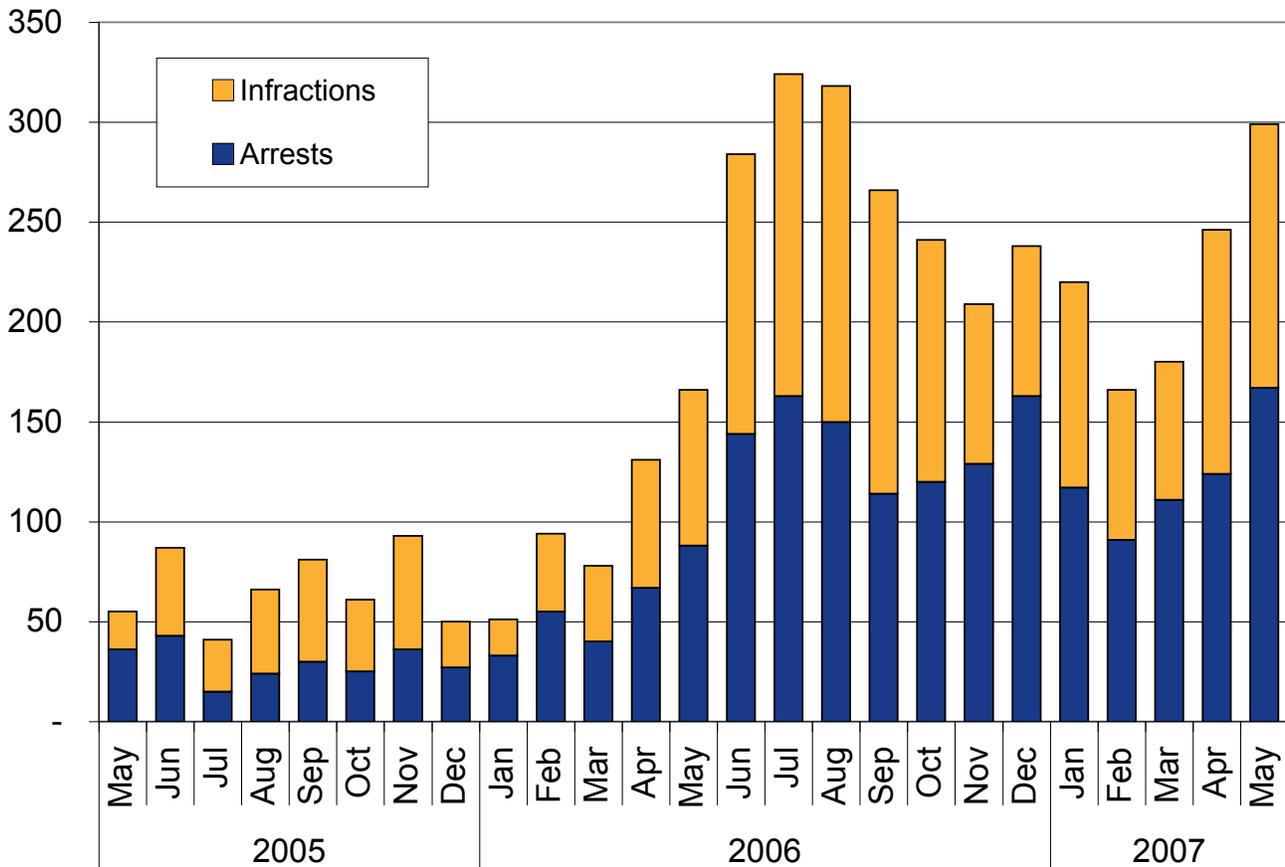
Full-time transit police force benefits Metro

In 2006, the Metro Transit Police (MTP) replaced part-time off-duty police officers with full-time Metro police officers from the King County Sheriff's Office. Since then we have seen a significant increase in transit police presence and activity, all to the benefit of Metro's customers and staff. The MTP unit is now in a better position to systematically focus officers' presence on the times and areas that see the most problems, which improves incident response times and increases arrests. Between 2005 and 2006, arrests made on transit coaches and transit properties went up 324 percent.

The year 2006 also saw a large increase in reported assaults, with 189 physical assaults on operators (any type of physical contact including spitting) and 30 percent more passenger assaults than in the previous year. Factors believed to have contributed to these increases include more crowding on buses due to record Metro ridership, efforts to encourage operators to complete security incident reports (SIRs), and an overall increase in problem incidents occurring in Metro's areas of operation.

The MTP unit's continuing security and enforcement initiatives include regular, periodic "emphasis patrols" to high-incidence routes and areas; revamping of coach emergency alarm response procedures to more effectively weed out false alarms; and provision of improvised explosive device response training. Staff members from the MTP unit, Metro's Communication Control Center, Metro service supervisors, and Police Dispatch meet every six weeks to identify trouble areas and gaps in coverage, assess resources, and refine and improve communications and procedures.

Arrests and infractions on transit coaches and property



KUDOS IN TRANSIT



The top three winners in the June Metrorodeo contest are, left to right, **Mel Nason**, third place; **Tammy Klein**, second place; and winner and still champion **Michael Grady**.

■ **June 16 Metrorodeo winners** — **Michael Grady** (East Base) won his sixth Operator Division victory in the 31st annual Metrorodeo competition on June 16 in Tukwila, earning him the honor of representing Metro at the state roдео on Aug. 19 in Vancouver, Wash., and at the International American Public Transit Association roдео on May 4, 2008 in Austin, Texas. **Tammy Klein** (South Base) finished in second place and **Mel Nason** (North Base) took third place.

The other top-10 finishers in the Operator Division were (from fourth place through tenth): **Janet Palmer** (Atlantic), **Harold Lemmon** (Ryerson), **Chai Kunjara** (Ryerson), **Shahab Yazdani** (Central), **Paul McKillop** (Bellevue), **Gino Durante** (South), and **Fred Sambrano** (Ryerson).

In other competitions, **Ryan Stringfellow** (North Maintenance) won the Maverick Division for the third year in a row; **Shahab Yazdani** (Central) finished seventh overall and also took First-Time Competitor honors; and **Kevin Haptonstall** (Central) distinguished himself with the Most Improved Roдео Score.

■ **Rideshare's "Fill It Up" a great success** — The year-long "Fill It Up" vanpool incentive program closed out an extremely successful run on May 31. The program awarded \$50 gift cards to new riders for Metro VanPool or VanShare vans, and to existing riders who recruited new riders. More than 4,200 awards were handed out and 3,500 new riders were added to the van program—well above the initial goal of 2,000 new participants. The net increase of 82 new VanPool and VanShare groups brought the active fleet total to 942 groups.

Overall ridership increased nearly 15 percent, and the average number of riders in each van went up from 4.88 to 6.21 people.

The new participants dramatically reduced their drive-alone trips to work, with 69.4 percent saying they drove alone to work at least once per week before they joined a van group, but only 34.5 percent doing so at the end of the campaign; and their average drive-alone days dropped from four to two per week.

Fill It Up was one of 16 projects funded in 2006 by the Washington State Department of Transportation to encourage transit agencies, employers, and other groups to provide services to employees that result in fewer vehicle trips arriving at worksites.

Said one participant, "It was a great incentive for me to get new riders



VanPool and VanShare recruitment got a boost from Fill It Up incentives.

for our vanpool...I think all my co-workers knew about it.”

■ **In Motion gets rave reviews** — An adapted version of our In Motion program was a hit at the King 5 Healthy Living Expo in March, with Metro’s team handing out information about healthy travel choices to more than 1,200 people and encouraging them to take the “Drive Less” pledge. Said one customer, “I think [In Motion] is a great idea — after the program, my company moved from Eastlake to downtown Seattle and now I take the bus to work every day! Without this program, I probably would have driven to work.” For more information on In Motion, visit www.metrokc.gov/inmotion.

Transit operators of the month

June 2007

Atlantic Base: **Frederick MacDonald**
Bellevue Base: **Vance McLane**
Central Base: **Riley Webster**
East Base: **Tzur Wilfand**
North Base: **John Miller**
Ryerson Base: **Karen Berry**
South Base: **Myrna Casciola**

July 2007

Atlantic Base: **Kiyotaka Yambe**
Bellevue Base: **Vicki Leslie**
Central Base: **Robert Markley**
East Base: **Jim Dempsey**
North Base: **Richard Urbaniak**
Ryerson Base: **Garnett Young**
South Base: **Mark Dixon**



A bus negotiates the refurbished tunnel during a training session in July.

Continued from page 1

Tunnel set to open

Radio communications in the tunnel were re-established by the **Radio Maintenance team** and staff members from **Design and Construction, Service Communications, Information Technology**, and the **King County Office of Information Resource Management**.

Staff members from **Light Rail, Service Quality**, and **Training** developed and implemented training programs for bus operators, first-line supervisors, and tunnel controllers.

Service Development led the effort to plan the routes that will return to the tunnel as well as those that will remain on surface streets in downtown Seattle when the tunnel buses go back underground. They were involved in upgrading downtown Seattle bus stops, securing and maintaining layover space for buses, and designing and implementing capital projects that enhance transit movement and improve service reliability in downtown Seattle.

The **Metro Transit Police** and **Metro Security** developed a security plan that will use security guards and law enforcement personnel in the tunnel.

Staff members from **Service Development** and **Sales and Customer Services** developed public outreach and incentives, and **Sales and Customer Services** created and updated customer communication pieces including maps, timetables, and signs. The group’s next task is to organize the street team effort for September.

The Transit Division is grateful to each of these groups, and to all of the other employees who have helped prepare the tunnel for bus service again. Your efforts are truly appreciated.

2007 Transit Wall of Fame

Twelve individual employees and seven teams have been added to the prestigious Metro Transit Wall of Fame, which recognizes employees who do exemplary work on behalf of internal and/or external customers. These worthy nominees are listed in the box on page 7, and *In Transit* congratulates each of them on joining Metro's Wall of Fame family. When you have a moment, stop by to view the Metro Wall of Fame exhibit on the fourth floor of the King Street Center.

From this large and deserving group, Metro management had the difficult task of choosing only two individuals and one team to be further honored by induction into the Washington State Department of Transportation (WSDOT) Wall of Fame. These honorees were to be feted on Aug. 20 at a banquet held during the 2007 WSDOT Public Transportation Conference in Vancouver, Wash., with their photos and descriptions of their achievements prominently displayed throughout the 3-day conference.

Those chosen for the 2007 WSDOT Wall of Fame were:

Mike Beck, Service

Development — A 25-year Metro employee, Beck came to the Transit Division from Purchasing to serve as the contract manager for Metro's DART service. He later served for several years as the Elliott Bay Water Taxi's "land captain," keeping the taxi service running on an even keel for several years. This past year, he successfully managed two high-profile and complex projects: implementation of Seattle School District bus service and the development of a business plan for a King County Ferry District.



The Power Distribution Line Crew Team

Both of these projects required him to negotiate the conflicting interests of many different groups. Once up and running, the programs have earned the respect of Metro Transit, King County government, and outside stakeholders. Beck steps in where needed, gets the job done well, and does so with professionalism, wit, and humor.

Gayle Torgerson, Sales and

Customer Service — Torgerson joined Metro in 1981 as a rider information specialist. She helped implement Bus Time, a telephone-based next-bus schedule reporting system, and became its administrator in 1991. That work group grew to become the current Customer Information Systems and Resource Staff (CITRS), which now includes Bus Time, Metro Online, the Online Trip Planner, and several related systems and support services, and which Torgerson has led since 2005. Her commitment to customer service has been evident in every phase of her career, from communicating

directly with customers to conveying electronic and automated information. As Metro Online and Online Trip Planning evolved, she saw them as opportunities to provide understandable and reliable information. To that end, she established communication links between several groups responsible for customer information, both inside and outside of CITRS, ensuring that customers receive consistent, accurate, and timely information regardless of how it is delivered.

Power Distribution Line Crew Team

— Power Distribution line crews worked tirelessly to restore service after the trolley system was damaged by windstorms last winter. They worked around the clock making emergency repairs, often under extremely hazardous conditions, to ensure that Metro's damaged trolley-overhead electrical system did not pose a threat to the public and would be ready for service the following Monday morning. Over the

Metro Transit 2007 Wall of Fame Nominees



Gayle Torgerson



Mike Beck

past year, line crews also maintained the trolley overhead system with minimal disruptions and down time in the face of extraordinary workloads created by construction projects in the Central Business District, Sound Transit construction, and the Central/Atlantic Base Expansion project.

Nominees for individual honors

Mike Beck*, Service Development
Jonathon Bez, Service Development
Julie Burrell, Paratransit and Rideshare Operations
Lance Dauber, Metro Transit Police
Bob Dryer, Power and Facilities
Tefera Gulelat, Information Technology
Cathy Johnson, Power and Facilities
Suzanne Keyport, Operations
Kelly Lindsey, Sales and Customer Services
Don Okazaki, Paratransit and Rideshare Operations
Nadia Schmieder, Vehicle Maintenance
Gayle Torgerson*, Sales and Customer Services

Nominees for team honors

Ability to Work Team: Nancy Dombrowski, Peter Hu, Margo Minnix, Berneta Walraven

Commuter Van Formation Team: Jason Halvorson, Julie Paone, Wendy Scholtz

Engineering Records Center Team: Tamir Hasan, Jeff Suter, Marilyn Toth

GIS Team: Tamara Davis, Steve Krippner, Tim Moore, Trang Bui, Gunner Goerlitz

Power Distribution Line Crew Team*: Chris Allen, Jack Baldwin, Chet Barton, Monica Bolz, John Buyak, Wes Dawson, Pete Duncan, Terry Evans, Shonathan Hale, Nikki Johnson, Donald Linear, Tor Lone, Greg Marcotte, Mark McKeown, Mark McKinney, Durwood Moore, Otis Moore, Shannon Mulder, Scott Newton, Greg Nicsic, Karl Sailand, Roxy Sansaver, Dan Schwartz, Mark Silverhorn, Gene Simonson, Kelly Smith, Paul Stewart, Corey Traylor, Larry Watts, David Wheeler, Dan Whitehurst, Sherman Willis, Damion York

Pre-tax Commuter Benefits Team: Gayle Delanty, Susan Whitmore

Scheduling Analysis Team: Jonathon Bez, Jon Flug, Ruth Kinchen, Jo Merrick, Mike Wold

Transit Now Team: Ellen Bevington, Jonathon Bez, Bill Bryant, Rob Fellows, Matt Hansen, David Hull, Jack Lattemann, Duncan Mitchell, Victor Obeso, Sharon Slebodnick, John Toone

*Selected for the 2006 WSDOT Wall of Fame

SHORT SHOTS IN TRANSIT

News briefs in and around the Transit Division

Convenient doesn't even begin to cover it.



■ **Metro and Flexcar team up on new promotions** — Two new ads began appearing on Metro bus exteriors and interiors in June, with the message that Metro and Flexcar make a great combination

for getting around. A series of radio commercials also supports the campaign.

The Department of Transportation and Flexcar also teamed up to provide free Flexcar membership to county employees to celebrate the arrival of two Flexcar vehicles that are housed at King Street Center. The special deal includes free membership (\$35 value) and a \$35 credit for future use, along with other prizes for county employees who join Flexcar. Learn more about this promotion and other transportation benefits from your King County Employee Transportation Program Coordinator (206-263-4575 or www.metrokc.gov/employees/transportation). Join Flexcar by going to www.flexcar.com, and enter “KCE” in the promotion code box on the application form to take advantage of this special offer, which is good through December 2007.

■ **Road Hog** — Metro joined forces with the Pike Place Market in celebrating the market’s hundredth birthday this summer with ads and

other materials suggesting that people “Take Metro to the Market” instead of using a car. One of the market’s partnership incentives was sponsorship of a larger-than-life pig with a transportation theme that was designed by local artists Chris Lemmon and Connie Munford. The pig, entitled “A Pork in the Road,” debuted in the Pigs on Parade celebration June 2, and is on display at Benaroya Music Hall through August.



“A Pork in the Road” is the title of the pig sponsored by Metro Transit to help celebrate the Pike Place Market’s 100th birthday.

■ **Antique cars shine** — In conjunction with the Metroadeo on June 16 (see page 4), the Metro Employees Historic Vehicle Association (MEHVA) sponsored the 19th annual King County Employees Car Show. Prized vehicles on display ranged from a 1957 Nash Metropolitan to a 2008 Ford Escape Hybrid. MEHVA volunteers **Joshua C. Shields** (service supervisor), **George Shields** (North Base operator) and his fiancée Betsy Barnum, **Harold Lemmon** (Ryerson Base operator), with an assist from **Ray Coffey** (transit safety officer), helped organize the event. A restored 1968



This 1968 General Motors “New Look” bus has been restored by the Metro Employees Historic Vehicle Association to its original appearance, complete with its original Seattle Transit System colors of red and gray. It is shown with this year’s Participant’s Choice award winner, a blue and white 1957 Nash Metropolitan.

Seattle Transit System bus was also on display. The Participants’ Choice award went to **Will Hoffard** for his 1957 Nash Metropolitan, and the People’s Choice award went to **Dennis Cicci** for his 1937 Ford Coupe. For more information about MEHVA, visit the group’s Web site at www.mehva.org.

■ **TransEd program awards presented** — TransEd, a partnership between schools, government, and industry designed to introduce students to potential careers in transportation, concluded its program year with an awards ceremony on June 13. Metro supported the program by giving high schools access to field trips and training. Individual students and teams competed in three categories: vehicle maintenance, Web design, and civil engineering. This year’s vehicle maintenance contest graded teams on troubleshooting skills in electrical circuitry and diesel diagnostics. The civil engineering contest required students to design a



TransEd student winners in the vehicle maintenance category show off their awards. Pictured left-to-right are (front row) Nick Biggness, Cody Barker, and Jon Jorgenson with (back row) advisors Marty Hawkins (Synergy Consulting), Dan Brand and Bruce Dahl (Metro Vehicle Maintenance) and Fred Donaldson (Auburn High School teacher).

transit center based on criteria used for the Burien Transit Center. Student Web designers were asked to create a new Web page for the Department of Transportation. Awards were presented to the winning students at a ceremony hosted by Metro's Marketing and Promotions group.

■ **Paratransit Roadeo held June 9** — The 2007 King County Paratransit Roadeo was held at Metro's Training and Safety Facility on June 9. Thirty drivers, representing eight percent of the paratransit driver force, turned out to compete. Michal Kacprzak and Ninus Hopkins of Seattle Personal Transit (SPT) earned the 2007 Champion and first-place winner titles, respectively.

■ **Rainier Beach gets In Motion** — Metro is partnering with the Rainier Chamber of Commerce, Rainier Health and Fitness Center,

Atlantic Street Center, and others to get the Rainier Beach neighborhood "In Motion" this summer. The program kicked off June 25. Based on successful programs in Seattle and Bellevue neighborhoods, it provides residents with travel information, Metro Free Ride tickets, and the opportunity to earn rewards for reducing drive-alone trips by at least two trips per week. Participants who meet the pledge to use healthier travel options like transit, carpooling, bicycling, and walking will earn vouchers

for local destinations, such as the Rainier Beach Pool, and bus passes. Nearly 5,000 households will have the opportunity to participate in the 10-week program.

■ **Special vanpools offered during August I-5 lane closures** — To help relieve congestion and keep commuters moving during work on northbound I-5 this summer, Metro's Rideshare Operations reduced the start-up requirements and costs for new vanpool groups during August. With a minimum of five participants per van, commuters using I-5 were eligible to form special temporary vanpools for only \$45 per participant. New vanpool groups needed only one driver, who was not required to attend a vanpool orientation class. Those wanting to continue their vanpools after August must meet the more stringent regular vanpool requirements: They must have at least two drivers and a bookkeeper, attend an orientation class, and pay the normal vanpool fare.

■ **Metro participates in national Dump the Pump Day** — On June 21, Metro and other Puget Sound transit agencies participated in a nationwide campaign to encourage people to reduce traffic congestion, protect

the environment, and save money by leaving their cars at home and trying public transit. The event was sponsored by the American Public Transportation Association.

■ **Bus System Safety and Security Conference draws a crowd** — Metro provided speakers, equipment, and other support to the statewide Bus System Safety and Security Conference in Seattle July 10-11. The event attracted more than 130 transit employees, including managers, chiefs, operators, security specialists, and transit police. Workshops covered many security-related topics, including emergency-preparedness planning, threat and vulnerability assessments, and interagency cooperation and communications. Metro presenters included **George Toulouse** and **Rudy Allen** of Service Quality, who demonstrated the Metro Emergency Response Vehicle; **David Fairbanks**, Metro Transit Police operator liaison, who demonstrated the Metro bus camera systems; and Metro Transit Police's own Deputy **Tim Morgan** and "Stevie" the bomb dog.



Atlantic Base Chief Dareyl Plummer learns how to operate a bomb robot.

ORCA is swimming along

Results are in from December 2006 and January 2007 tests of the ORCA (“One Regional Card for All”) smart-card fare collection system on buses, trains, and ferries operated by seven Puget Sound transportation agencies.

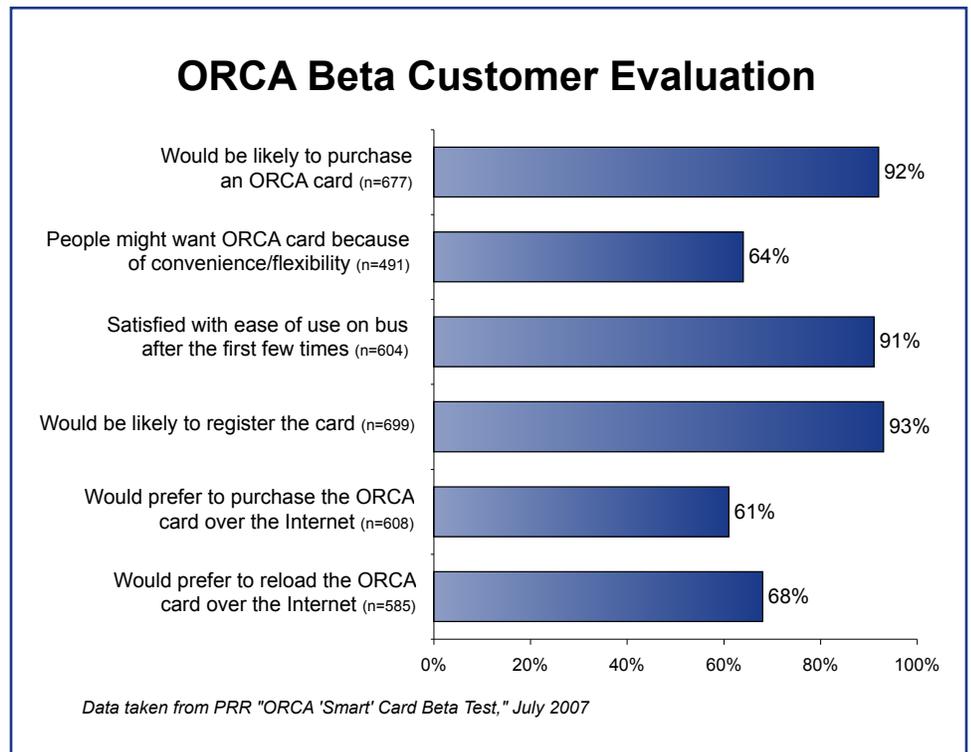
“From a technical perspective, the system worked largely as designed,” said **Tom Friedman**, Metro’s ORCA test manager, “but a number of problems were uncovered that need to be resolved.”

At least some of those problems were due to the fact that the system was not fully implemented during the testing period. For example, buses were not always equipped with card readers, or the equipment did not appear to be working. At full implementation, all buses will be equipped, and functionality issues are being addressed in the interim.

On the non-technical side, surveys and customer focus groups looked at what customers thought of the system.

Focus groups in four counties (King, Pierce, Snohomish, and Kitsap) found that people like the name ORCA, believing it represents our area well and conveys the theme of traveling together, since orca whales live and travel in pods. However, focus groups did not like use of the word “tag” in instructions on how to use the card (“tag your card at the reader”), associating the word with graffiti, so participating agencies have decided to instruct riders to “tap” their cards on the card readers to pay their fares.

Of 1,460 test riders, 713 filled out online or printed questionnaires. Their responses showed strong support for the ORCA system, with 92 percent saying they would be likely to



purchase an ORCA card. Asked why people might want the ORCA card, 62 percent cited its convenience and flexibility.

In spite of the learning curve that is typical when using a new system, 91 percent of test riders said they were satisfied with the ease of using ORCA on the bus after the first few times. Ninety-three percent said they would be likely to use Web-based features such as reloading the card with money (“revaluing”) or checking their own ridership information. In fact, 61 percent chose the Web as their preferred purchase location, and 68

percent said that is how they would prefer to reload their cards.

“The positive customer response to the ORCA system is good news for Metro and our partner agencies,” said **Pat Fullmer**, Research and Management Information lead for the regional ORCA evaluation effort. “The results of the survey will be a key resource for the agencies as they plan their rollout of the ORCA system.”

Full implementation of the system is scheduled for 2008.

In Transit online

Current and past issues of *In Transit* are available on the King County Web site at www.metrokc.gov/kcdot/aboutus/intransit/

We'll Get You There

Spotlight on Courtesy

With the naming of Geme “Pat” Calman as Metro’s 2006 Operator of the Year, it’s only fitting that we put the spotlight on courtesy, one of the great pillars of support for our world-class customer service. Metro coach operators and other employees who interact with customers seamlessly integrate this valuable customer skill into their daily work routines. In time, the best among them become known for above-and-beyond courteous service, and many of these find themselves honored as Operators of the Month, inducted into Metro’s Wall of Fame, or receiving other awards that recognize their exceptional performance. Becoming one of the “best of the best” involves many things, but courtesy is certainly a big factor in the delivery of exceptional service.

It’s often said that our operators are the “face of Metro,” our “ambassadors to the public.” They comprise the largest group of Metro employees and have daily interaction with many customers, so they are vital to Metro’s success. When Metro tells its customers “We’ll Get You There,” we’re saying that we care about helping them reach their destinations. That’s important because Metro is all about serving people. We are a personalized service business, and we must constantly remind ourselves that many of our customers don’t have to use us—they have a choice. They can use an alternative such as driving alone. We influence their decisions by how well we serve them.

Metro does many things to attract and keep customers, such as providing a range of reliable, safe, convenient, and cost-effective services. But there’s no doubt that courtesy helps keep them coming back. A smile, a “good morning,” or a “thank you — see you tomorrow” goes a long way toward building trusting and loyal relationships with customers.

Pat Calman knows this, and has the customer commendations to prove it. However, it’s his ability to treat both external and internal customers with the same level of courtesy that really sets him apart. An Operator of the Year is nominated for the honor by his peers—other Metro bus drivers. Calman has also demonstrated leadership and interpersonal skills on various Metro committees and projects addressing issues such as workplace health and safety.

In today’s large and often impersonal world, a simple dose of courtesy becomes a powerful motivator. Even better, it’s something every Metro employee is in a position to give and, happily, receive. Congratulations to Pat Calman and to our many 2007 Wall of Fame nominees and inductees. Thank you all for setting the example.

Continued from page 12

ON THE MOVE

Sales and Customer Services (continued)

Pam Gillis, customer assistance representative — June 25
Ann Gonzalez, assigned rider information specialist — June 11
Nancy Morgan, assigned rider information specialist — May 18
Eddie Nelson, revenue coordinator — May 1

Service Development

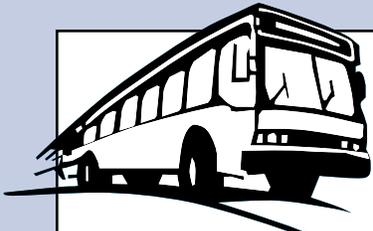
Katie Chalmers, transportation planner II (Service Planning) — June 13
Lindsey Greto, transportation planner II (term-limited; Market Development) — July 11
Candida Lorenzana, transportation planner II (Service Planning) — June 27

Transit Human Resources

Michael Clark, human resources analyst (temporary hire) — June 25
Pita Morales-Leon, administrative specialist II (term limited) — June 11; backfill for Susan Glaser (promoted)
Teresa Savarino, service delivery manager I (King County rehire until Sep. 16) — July 2; backfill for Delanie Peterson

Vehicle Maintenance

Sara Hospador, senior IT systems specialist — June 13
William Keehan, mechanic — July 9
Michael Root, mechanic — July 9
Larry Schwerzler, senior IT systems specialist — June 19
Kevin Tapp, mechanic — July 9
Todd Tjader, mechanic — June 11



ON THE MOVE

Transit Division retirements, promotions/job changes, new hires, and remembrances

Retirements

Information Technology

Romell Reed, LAN administration lead — June 16; 30 years

Operations—Operators

East Base

Dennis Alton — July 1; 30 years

Conrad Friesen — July 1; 17 years

William Price — Aug. 1; 11 years

Ryerson Base:

Dale Allen — July 1; 30+ years

Operations—Non-Operators

Jeff Jackson, first-line supervisor (training instructor) — July 6; 29+ years

Power and Facilities

Mary Erickson, facilities maintenance worker — July 1; 21 years

Sales and Customer Service

Shirley Baker, customer services coordinator-lead — Aug. 31; 27 years

Vehicle Maintenance

Ralph “Raul” Becerra, equipment service worker — Aug. 1; 27+ years

Norman Smith, technical information processing specialist — July 1; 8+ years

Stephen Webb, dispatcher — July 1; 33+ years

Promotions and Job Changes

Information Technology

Mike Berman to supervisor of infrastructure and integration from GIS program manager

Tamara Davis to IT project manager II (Road Services) from senior database administrator (Transit IT)

Tammie Wilson to senior system engineer (Transit IT) from senior LAN administrator (Design and Construction)

Paratransit/Rideshare Operations

Melony Joyce, to transportation planner III/paratransit service quality administrator from project program manager III (term-limited)

Power and Facilities

Ed Hilton, constructor, transferred from Vehicle Maintenance/Component Supply Center to Power and Facilities Building Systems and Maintenance

Jim Richardson to acting electrician constructor crew chief from electrician constructor

Sales and Customer Services

Pat Banks to acting lead customer services coordinator from customer services coordinator (Customer Services)

Paul Gilkes to acting lead customer service coordinator from senior rider information specialist (Rider Information)

Terrie Kennedy to acting project/program manager III from senior IT systems specialist

Tom Randall to acting customer service

administrator from customer service supervisor

John Riley to acting customer service supervisor from lead customer services coordinator (Rider Information)

Michele Ruxlow to acting customer service supervisor

from lead customer services coordinator (Customer Services)

Saravanan Thangavelu to acting senior rider information specialist from rider information specialist (Rider Information)

Service Development

Jeremy Fichter to transportation planner II (Service Planning) from transportation planner II (term-limited, Market Development)

Transit Human Resources

Susan Glaser to human resources associate from administrative specialist II

Aileen Lewis to human resources analyst from human resources associate

Vehicle Maintenance

Steve Norris to lead maintenance machinist from machinist

Onosai Sagapolu to lead equipment service worker from equipment service worker

Peter Vranceanu to chief of paint/sign shop (Component Supply Center) from lead sheet metal worker

New Hires

Information Technology

Steve Heard, senior application developer — April 23

Ben Lesh, senior application developer — May 2

Power and Facilities

Annabelle Astudillo, maintenance worker (seasonal) — May 29

Rusel Asuero, maintenance worker (seasonal) — May 29

Anthony Borrromeo, maintenance worker (seasonal) — June 11

Matt Canady, transit electronics communication technician — May 1

Jeffery Davis, equipment operator — March 26

Gordon Guenther, maintenance worker (seasonal) — June 19

Frederick Landon, Jr., maintenance worker (seasonal) — June 11

Edison Laus, maintenance worker (seasonal) — May 29

Phillip LeBlanc, maintenance worker (seasonal) — May 29

Thomas Martinez, constructor (Power and Facilities Building Systems and Maintenance) — July 9

Michael Tasca, maintenance worker (seasonal) — June 18

Sales and Customer Services

Jill Baker, customer assistance representative — June 25

Roland Bautista, administrative specialist III — June 4

JoAnne Doornbos, customer assistance representative — June 25

Deidre Falin-Meacham, assigned rider information specialist — May 17

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